



**COURSE OVERVIEW LE0449**  
**ISO/IEC 17025:2017**

**Course Title**

ISO/IEC 17025:2017

**Course Date/Venue**

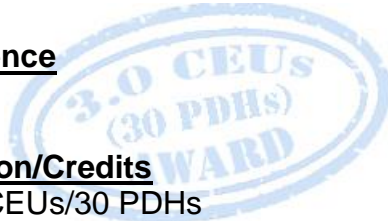
November 24-28, 2024/Al Aziziya Hall, The Proud Hotel Al Khobar, Al Khobar, KSA

**Course Reference**

LE0449

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***This practical highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***



This course has been developed with the objective of promoting confidence in the operation of laboratories. It contains requirements for laboratories to enable them to demonstrate they operate competently and are able to generate valid results. Laboratories that conform to this course will also operate generally in accordance with the principles of ISO 9001.



This course requires the laboratory to plan and implement actions to address risks and opportunities. Addressing both risks and opportunities establishes a basis for increasing the effectiveness of the management system, achieving improved results and preventing negative effects.

Further, this course specifies the general requirements for the competence, impartiality and consistent operation of laboratories. It is applicable to all organizations performing laboratory activities, regardless of the number of personnel.



This course will also discuss the scope, normative references, terms and definition and structural requirements of ISO 17025:2017; the gap between 2005 and 2017 standards; the general requirements pertaining to impartiality and confidentiality; the resource requirements comprising of personnel, facilities & environmental conditions, equipment, metrological traceability and externally provided products and services; reviewing the requests, tenders and contracts; selecting, verifying and validating methods; and proper sampling and handling of test or calibration items.

During this interactive course, participants will learn the technical records, evaluating measurement uncertainty and ensuring the validity of results; reporting results and identifying the common requirements for reports, specific requirements for calibration certificates and report sampling; reporting the statements for conformity, opinions and interpretation and amending reports; analyzing complaints, nonconforming work and control of data and information management; managing system requirements; applying management system documentation, control of management system documents, control of records and actions to address risks and opportunities; and applying the improvement, corrective actions, internal audits and management reviews.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain good working knowledge on the general requirements for the competence of testing and calibration laboratories in accordance with ISO 17025:2017 standard
- Discuss the scope, normative references, terms and definition and structural requirements of ISO 17025:2017
- Analyze the gap between 2005 and 2017 standards as well as explain the general requirements pertaining to impartiality and confidentiality
- Identify the resource requirements comprising of personnel, facilities & environmental conditions, equipment, metrological traceability and externally provided products and services
- Review the requests, tenders and contracts as well as select, verify and validate methods
- Carryout proper sampling and handling of test or calibration items
- Review technical records, evaluate measurement uncertainty and ensure the validity of results
- Report results and identify the common requirements for reports, specific requirements for calibration certificates and report sampling
- Report statements for conformity, opinions and interpretation as well as amend reports
- Analyze complaints, nonconforming work and control of data and information management
- Manage system requirements and apply management system documentation, control of management system documents, control of records and actions to address risks and opportunities
- Employ improvement, corrective actions, internal audits and management reviews



### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides an overview of all significant aspects and consideration of ISO 17025 standard for management and technical staffs of laboratories in all disciplines who want to gain an understanding of the basic concepts and principles of ISO 17025 and applications to their organization. It is equally beneficial for managers, executives and engineers who are the users of test results and/or calibration data received from external testing or calibration laboratories.

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Course Fee

**US\$ 7,000** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking




**Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course.

**Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





### **Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Paul Patsi, MSc, BSc, is a Senior Management Consultant and an International Expert in Analytical Chemistry Water & Treatment Technology with over 20 years of extensive experience in Analytical Laboratory and Water & Wastewater Treatment Engineering. His expertise covers Laboratory Assessment, Microbiological Quality Assurance, Analytical Chemistry, Statistical Analysis, Laboratory Safety, Equipment & Infrastructure Management, Budgeting & Planning of Laboratory Consumables, Business Administration, Personnel Management, Laboratory Management, Chemical Analysis, Laboratory Auditing, Risk Assessment, Microbiological Analysis of Water & Waste Water, Waste Water Treatment Analysis, Water Chemistry, HACCP, ISO 22000, ISO 17025, ISO 9001, Good Manufacturing Practice (GMP), Good Hygiene Practice (GHP) and Good Laboratory Practice (GLP). He is also an expert in microbiological indoor air quality, water biology, food sampling and calibration. He is currently the Head of Industrial Analytical Laboratory of PINDOS wherein he is in-charge of the budgeting, auditing, consumables, suppliers, personnel management, equipment and infrastructure management along with waste water treatment and water/environmental legislation.**

During his career life, Mr. Paul has held key positions such as the **Head of Microbiology & Chemical Laboratory, Head of Quality Control, Technical Consultant, Research Projects Specialist, Scientific Consultant, Biologist-Scientific Expert and Biologist** for multi-billion companies like the **European Union, Help LTD, Lake Pamvotis Municipality Company, Hellenic Centre for Marine Research, Cargill and Nestle** just to name a few.

Mr. Paul has a **Master** degree in **Food Science and Food Technology** from the **University of Ioannina (Greece)** and a **Bachelor** degree in **Biology** from the **Aristotle University of Thessaloniki (Greece)**. He is a **Certified Instructor/Trainer** and a **Member** of the **Society for Applied Microbiology, Society of Biological Scientist** and the **Global Coalition for Sustained Excellence in Food & Health Protection**.



**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Sunday, 24<sup>th</sup> of November 2024**

0730 – 0745	Registration & Coffee
0745 – 0800	Welcome & Introduction
0800 – 0815	<b>PRE-TEST</b>
0815 – 0915	<b>Introduction to ISO 17025:2017</b> Scope • Normative References
0915 – 0930	Break
0930 – 1115	<b>Introduction to ISO 17025:2017 (cont'd)</b> Terms & Definitions • Structural Requirements
1115 – 1215	<b>Gap Analysis Between 2005 &amp; 2017 Standards</b> What's the Difference • Major Changes
1215 – 1230	Break
1230 – 1420	<b>Gap Analysis Between 2005 &amp; 2017 Standards (cont'd)</b> Bridging the Gap
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2: Monday, 25<sup>th</sup> of November 2024**

0730 – 0900	<b>General Requirements</b> Impartiality • Confidentiality
0900 – 0915	Break
0915 – 1045	<b>Resource Requirements</b> General • Personnel
1045 – 1215	<b>Resource Requirements (cont'd)</b> Facilities & Environment Conditions • Equipment
1215 – 1230	Break
1230 – 1420	<b>Resource Requirements (cont'd)</b> Metrological Traceability
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3: Tuesday, 26<sup>th</sup> of November 2024**

0730 – 0900	<b>Resource Requirements (cont'd)</b> Externally Provided Products & Services
0900 – 0915	Break
0915 – 1045	<b>Process Requirements</b> Review of Requests, Tenders & Contracts • Selection, Verification & Validation of Methods (Selection & Verification of Methods, Validation of Methods)
1045 – 1215	<b>Process Requirements (cont'd)</b> Sampling • Handling of Test or Calibration Items
1215 – 1230	Break
1230 – 1420	<b>Process Requirements (cont'd)</b> Technical Records • Evaluation of Measurement Uncertainty
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Three



**Day 4: Wednesday, 27<sup>th</sup> of November 2024**

0730 – 0900	<b>Process Requirements (cont'd)</b> Ensuring the Validity of Results • Reporting of Results (General, Common Requirements for Reports (Test, Calibration or Sampling), Specific Requirements for Test Reports, Specific Requirements for Calibration Certificates, Reporting Sampling – Specific Requirements, Reporting Statements of Conformity, Reporting Opinions & Interpretations, Amendments to Reports
0900 – 0915	Break
0915 – 1045	<b>Process Requirements (cont'd)</b> Complaints • Nonconforming Work • Control of Data & Information Management
1045 – 1215	<b>Management System Requirements</b> Management System Documentation
1215 – 1230	Break
1230 – 1420	<b>Management System Requirements (cont'd)</b> Control of Management System Documents
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Four

**Day 5: Thursday, 28<sup>th</sup> of November 2024**

0730 – 0900	<b>Management System Requirements (cont'd)</b> Control of Records
0900 – 0915	Break
0915 – 1045	<b>Management System Requirements (cont'd)</b> Actions to Address Risks & Opportunities
1045 – 1215	<b>Management System Requirements (cont'd)</b> Improvement • Corrective Actions
1215 – 1230	Break
1230 – 1345	<b>Management System Requirements (cont'd)</b> Internal Audits • Management Reviews
1345 – 1400	<b>Course Conclusion</b>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course



**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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